



**PSiRA**  
Private Security Industry Regulatory Authority

# Vuhlayiseki

External Newsletter December 2019

## HIGHLIGHTS OF 2019 from the director Manabela Chauke

The year 2019 has been a year filled with some great highlights, starting with the TVET/PSiRA workshop, where both the education and security industry were looking at means of fostering a partnership in taking the Authority's training aspect to greater heights.

Our Cape Town offices that were based in the CBD have relocated to Bellville, in order to be located at a convenient and accessible point for all our customers, this has steadily increased the number of visits to our branch which is now able to accommodate a greater number of people that we can render services to. We also moved from the Arcadia offices to Pretoria CBD. This office has also been able to house some of our Law Enforcement Inspectors, creating convenience for lodging of complaints with immediate consultations.

Our first ever Private Security Indaba was launched this year, a two-day conference, which attracted stakeholders from the Private security industry, international speakers, mainly from Brazil, the United States of America, Russia, Zimbabwe and Botswana. This event has changed the perception about the state of Private Security in South Africa, now the envy of the world.

Our Research and Development Unit hosted private security regulators from the SADC region, it was good to share ideas and foster a way forward in mitigating challenges faced in the security industry. Thanks to our partnership with DCAF. Also attended the International Private Security Seminar in Baltimore, USA, broadening our scope of knowledge is always useful in order for us to improve.



As the Authority it is important for us to be recognised as an excellent Regulator in the Private security industry. We are humbled to be the only African country to be accredited by International Association of Security & Investigative Regulators (IASIR)

On the 5th of November 2019, the Private Security Industry led by SANSEA, SASA, TAPSOSA, hosted the Bravery and Anti-Crime Awards. The Deputy Minister of Police Honourable Cassel Mathale, was the Keynote speaker.

As the year draws to an end, we would like to thank security businesses who have worked with us this year and we wish you and your families a festive season filled with joy and a prosperous 2020.

### HIGHLIGHTS IN THIS ISSUE

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Introducing the QMS

Bravery Awards

Decentralising the capturing of Course Reports

...and more



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**Private Security Industry  
Regulatory Authority**



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# PSiRA corporate identity defined



**PSiRA**  
Private Security Industry Regulatory Authority

*“Your brand is what other people say about you when you’re not in the room.”*

– Jeff Bezos

CEO and Founder, Amazon

## MISSION

To protect the constitutional rights of all people to life, safety and dignity through the effective promotion and regulation of the private security industry.

## VISION

To be recognised as an excellent regulator of the private security industry in South Africa by all our stakeholders.

## OBJECTIVES

The primary objectives of the Authority are to regulate the private security industry and to exercise effective control over the practice of the occupation of a security service provider in the public and national interest and in the interest of the private security industry itself.

## VALUES

**Integrity:** Ethical Conduct, Fairness, Transparency

**Excellence:** Accountability, Professionalism, Performance, Accessibility

**Ubuntu:** Accessibility, Respect, Compassion, Diversities.

The Authority regulates and controls the private security industry through:

- Registration of service providers
- Registration of security officers
- Ensuring compliance and adherence to PSiRA Act and all other laws applicable to security service providers
- Accredit training security service provider
- Process course report submitted to us
- Receive and investigate complaints against service providers
- Prosecute non-compliance by service providers
- Advise private security consumers about private security industry
- Advise state on all matters of private security

### The Shield

African, protection, symbol of celebration

### The Lion

Symbolic of PSiRA’s character, African, symbol of authority, leadership, strength

### The Font

Shows authoritative power and function

### The Highlighted ‘i’

Independence, increasing, influential, informative, initiative and inspirational

### The Colours

Inspired by African cultures, South African races, diversity in unity, and the African landscape

### Pattern on the Shield

The three lines on top and bottom represent life, safety and dignity (mission of PSiRA)

LOGO CONCEPT



**PSiRA**  
Private Security Industry Regulatory Authority

*brief*

External Newsletter of the Private Security Industry Regulatory Authority

December 2019

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**Until next  
time, enjoy  
this issue!**

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# UCLG SUMMIT, Durban International Convention Centre 11–15 November 2019

Held every three years, the UCLG World Summit remains the most anticipated meeting of Local and Regional Leaders and decision makers. The event brings together over three thousand (3000) representatives of towns, cities, metropolitans and regions, the business world and academia from around the world to interact with their counterparts from across the globe.

PSiRA exhibited at the UCLG Summit from the 11<sup>th</sup> to the 15<sup>th</sup> of November 2019. The exhibition took place at the Durban Exhibition Centre. Councillors, Mayors, Speakers of Municipalities from the Eastern Cape, Northern Cape, Limpopo, Gauteng and Free State provinces, visited stand to get more knowledge on PSiRA and how it would add value municipalities. Interest from municipalities was tantamount and resulted in some municipalities inviting the regulator to meetings at their respective provinces.

PSiRA delegates attended the African Forum for Urban Safety (AFUS) learning exchange sessions where issues such as “How to advance gender equality at the local level” were discussed. The Speaker of the eThekweni Municipality Ms. Weziwe Thusi attended these discussions. South Africa was applauded for its transformation in relation to women having strategic roles in government and other entities. Other African countries sought the best practices of South Africa when it came to gender equality and requested assistance in implementing these best practices.

On the second day of the summit, the PSiRA delegates attended the second segment of the AFUS learning exchange sessions. Discussions on the second day focused on the prevalence of sexual abuse in African countries where there are wars. The Democratic Republic of Congo’s delegate facilitated the discussion and the country is a victim to these injustices towards women. Homage was also paid to Doctor Denis Mukwege, a Congolese gynaecologist who was awarded a Nobel Prize for his ability to repair through reconstructive surgery the horrific damage inflicted on women who have been raped. Discussions on this issue also focused on the reporting process and ensuring that women receive the justice they deserve.

Under the theme of Local Policies and Voices was a session on “Building Safe Public space” wherein there were discussions about the protection of the municipal facilities (for example recreational facilities) and the people who make use of those facilities. The discussions went further to the escalating rate of criminal activities within public spaces. After the presentation by the MMC of community safety in the City of Johannesburg, Hloniphani Xulu indicated the importance of private security industry as a stakeholder in ensuring safety and security in public spaces.

The PSiRA delegates also attended a “Global conversation Towards a Local Inclusion for Migrants and Refugees Action Tool (LIAT)” which was led by the UN-Habitat, Migration policy group, and the International Organization for Migration (IOM). The aim of the session was to develop mechanisms integrating in a peaceful and harmonious manner the integration of migrants in the cities.

The Research unit gave a presentation at the PSiRA stand on what PSiRA is about on Thursday the 14<sup>th</sup> of November 2019 to a crowd of thirty people. The presentation covered the research publications that were conducted by the Authority. This engagement session with respective dignitaries from around the world, enabled for thorough engagement on what the regulator does and how other countries especially in the African continent can use PSiRA as a benchmark. In the deliberations, it was also highlighted that close protectors, car guards (parking marshals), special events security officers and other security service providers used by local government and municipalities have to do a security training and be registered with PSiRA for them to render any security services.

Platforms like the UCLG Summit is able to showcase the cities to the world and PSiRA has been able to be part of the world stage.



**Left: The exhibition stand at the summit.**

**Right: Mayor Mxolisi Kawunda of eThekweni Municipality with Tebogo Seanego from the PSiRA Research division.**



**Bonang Kleinboo**





# Bravery Awards: Security officers saluted for their dedication and diligence



The Private Security Industry Regulatory Authority (PSiRA) in partnership with The Association of Private Security Owners of South Africa (TAPSOSA), Security Association of South Africa (SASA) and The South African National Security Employers' Association (SANSEA), hosted the Annual Bravery and Crime Prevention Awards, which were held at Gallagher Estate, Midrand.

The event kicked off to a great start on the 5th November 2019. The awards gave great esteem to the toil that security offices go through day and night without rest. The nominated officers envisioned themselves victorious having so much gratitude that their hard work is recognised.

The Deputy Minister of Police, Mr Cassel Mathale also graced everyone with his presence at the ceremony, with some of PSiRAS's delegation Mr Mathews Olifant (Council Member) and the Acting Director Ms Mmatlou Sebogodi. The Minister gave a speech of gratitude and empowerment to all officers for their dedication and perseverance toward their work. This helps as an inspiration and encouragement to every officer who risks their life to ensure the safety of others.

The awards are a tap on the shoulder to all the security officers to say that although they may sometimes face traumatic occurrences, the work that they do is of great importance to society, and it is well recognised and they must march on doing their admirable work.

With an increase in the brutal killing of security officials in South Africa, the ceremony also recognised the work done by the security officers who lost their lives while on duty including those who died recently in Soweto, by giving them posthumous awards.

The awards are a stepping-stone for both security company owners and the employees enabling them to reach greater heights in their field of work, even when facing challenges, which in some occasions cost them their lives bearing in mind their mandate of serving the society.



Briefing of Deputy Minister of Police Hon Cassel Mathale by Leaders of Associations: SASA, TAPSOSA and PSiRA Management  
*From SASA – Yagen Nair, Marcel Coetzee, Rodney Kekana*  
*From TAPSOSA – Jones Maphalaphathwa*  
*From PSiRA Management – Thembinkosi Oliphant (Council Member) Mmatlou Sebogodi, Thabo Kupa, Oupa Mamabolo*

**Petronela Ngonyama**





# DECENTRALISING CAPTURING OF COURSE REPORTS

The Private Security Industry Regulatory Authority (PSiRA) has embarked upon changing the norms and standards of capturing course reports from Training centres.

Course reports were solely captured at head office, whereby training centres would courier the respective reports to PSiRA at their preferred time. PSiRA has looked into the process of receiving and capturing course reports.

Training centres now need to provide PSiRA with course reports, strictly within five days, after students have completed their courses. Should training centres delay to provide PSiRA with the necessary reports they will be subjected to a penalty.

The call has also been headed to no longer centralize capturing of course reports at Head office but to allow the process to take place in branches as with, effective from the 23rd of September 2019. This will allow for training centres to drop off and pay for the course reports at any of our branches, where we will have dedicated consultants solely capturing course reports.

This will reduce the turnaround time for students to be captured on our system and to register with PSiRA.

**Bonang Kleinbooi**

## Issued by Private Security Industry Regulatory Authority's Communication Unit

The Private Security Industry Regulatory Authority (PSiRA) was established in terms of Section 2 of Act 56 of 2001 to effectively regulate the private security industry and to exercise effective control over the practice of the occupation of security service providers in the public and national interest and in the interest of the private security industry itself.





# LAW ENFORCEMENT STATISTICS

The Law Enforcement division has been involved in many operations in the past three months. There have been thirteen thousand and seventy two (13072) inspections nationally, throughout the country with most of them being in the Gauteng province.

Operations are at times conducted with our stakeholders, namely: South African Police Service (SAPS), Department of Employment and Labour and The Department of Home Affairs. Collaborating with these stakeholders has proven that by working together, we are more capable of holding those accountable at a faster pace.

Compliance & Enforcement is a major factor in operations and at times will lead to arrests, with two hundred and nine (209) arrests of unregistered Security officers of which one hundred and twenty-nine (129) of those being arrested are identified as foreign nationals.

As much as the Authority encourages consumers, security officers and businesses to report improper conduct, there were only four hundred and sixty nine (469) improper code of conduct dockets opened. Two hundred and fifty three (253) were against small businesses, eighty five (85) were against medium businesses and one hundred and thirty one (131) were against big business. This raises a concern as to whether if there is a fear to report a matter by members, as some are working within the industry and are fearful of losing their jobs.

The Authority also receives cases which are related to the Private Security Provident Fund (PSSPF), which deal mostly with non-payment of members contributions over to the Fund, companies not contributing to the Provident. There have been six thousand nine hundred and twenty one (6 921) cases reported and finalised.

**Bonang Kleinboo**



# Introducing the Que Management System (QMS)

Private Security Industrial Regulatory Authority (PSIRA) is ready to launch a new customer service system at the head offices in Centurion Pretoria. This system is set to regulate the queuing system and to make customers service more advanced.

The Que management system is made to fasten customer services, this is one of the first system will be launched on the 3rd of December 2019, it was highly recommended after having to deal with the receptionist to call the consultants and inform them about a client that needs assistance. With the introduction of this system, PSIRA is determined that it will make things easy for both the customer and the consultant.

Customers will be required to report to the reception as they arrive in our offices and the receptionist will issue out a Que management ticket, they will then be directed to relevant waiting areas and wait for their Que number to be called and that's where they will be assisted by a consultant after it has been called.

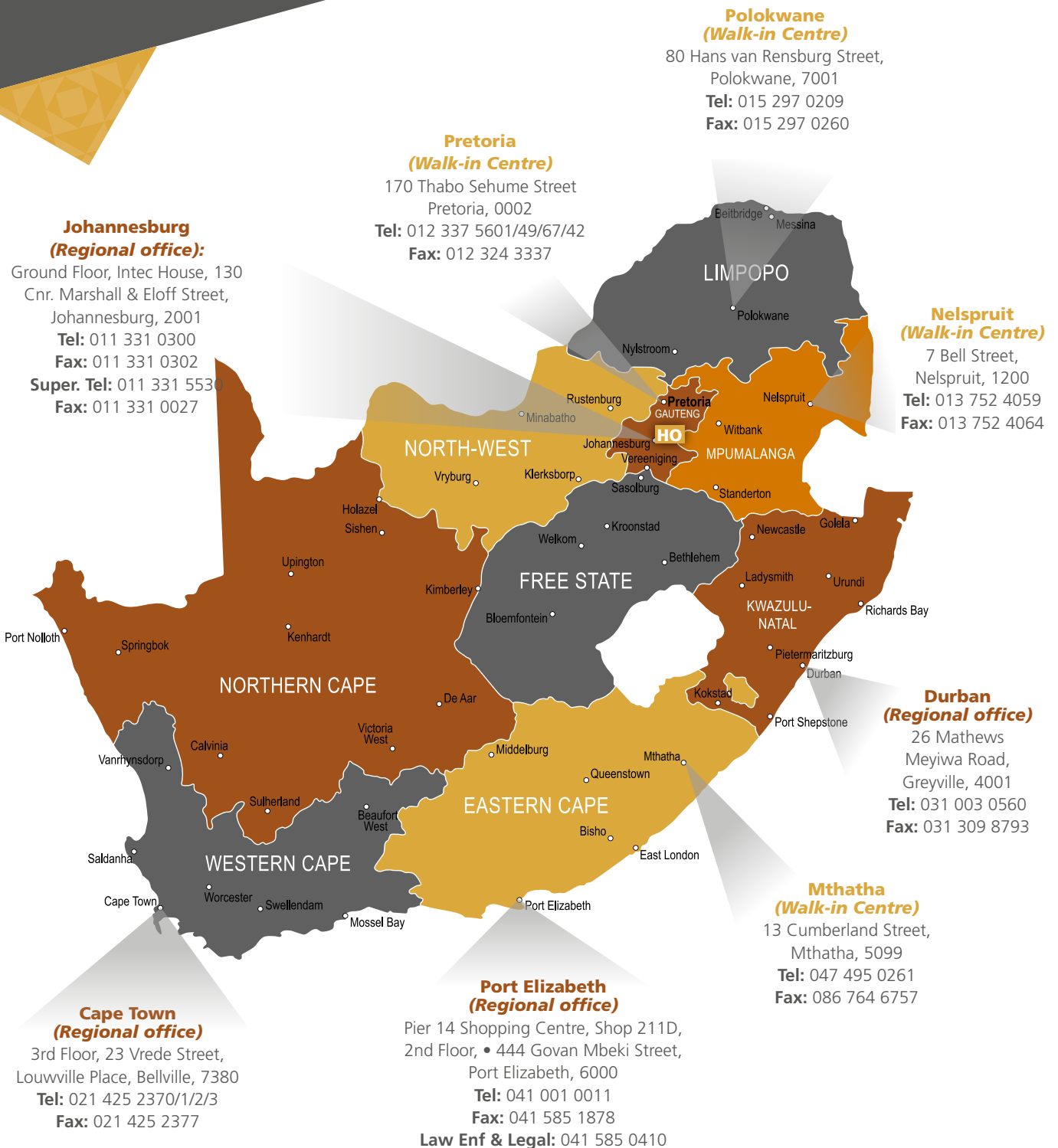
This system will manage and monitor customer inflow and it is planned to be introduced in other regions in the near future, all customers are required to use the new system as it is to help them find solution to their inquiries.

**Vhutshilo Lieba**





# Office locations



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